

Winn Army Community Hospital Information

Appointments: 435-6633 or 1-800-652-9221 or www.tricareonline.com

Important Phone Numbers

Appointments: 435-6633 or 1-800-652-9221

Online Appointments: www.tricareonline.com

Hospital Information: 435-6965/6837

Refill Pharmacy: 435-6576 or www.winn.amedd.army.mil

Provider Line: During duty hours, call 435-6633 or 1-800-652-9221 and select your primary care clinic; After duty hours, call 435-6633 or 1-800-652-9221 to speak with the on-call primary care manager.

Patient Advocate: 435-6143/6225

Medical Records: 435-6950

Hours of Operation

Regular business hours for hospital services are
7:30 a.m. to 4:30 p.m. Monday thru Friday.

1. All clinics are closed Federal holidays.
2. Services will be limited on training holidays.
3. All clinics are closed until 1 p.m. the fourth Thursday of the month for training.

Appointment Line Options

For appointments: call 435-6633 or 1-800-652-9221
OR

Book appointments online: www.tricareonline.com

Pregnancy Tests

Pregnancy Tests: 7:30 a.m. to 4:30 p.m. Monday thru Friday at the Family Practice Clinic.

Results will be available after 5:30 p.m. the day of the test. If the test is positive, call the appointment line to schedule a new OB nurse interview appointment.

Obstetrics Clinic

Our well-trained and supportive staff will provide you with the highest quality of care available before, during and after childbirth. Please call the appointment line for more information or to talk with the OB Triage Nurse.

New OB Nurse Interview: The new OB nurse interview will give you the opportunity to ask questions, take initial lab tests, create your OB medical records and schedule your first appointment with your healthcare team.

OB Acute Care Appointments: If you have an urgent but non-emergent concern that can't wait until your next appointment, call the OB Triage Nurse. The nurse will be able to offer advice and schedule you an appointment within 72 hours if needed. The triage clinic is open 7:30 to 11 a.m. Monday thru Friday. Closed the 4th Thursday of the month.

New to Fort Stewart?

There are three things you need to do to make the healthcare system here work for you -

1. Update your DEERS information. This is vital!

Updating this information for you and your family is important because we use it to contact you about appointments and referrals and it must be up-to-date to book online appointments through TRICARE Online.

DEERS updates may be done via telephone at 1-800-538-9552, online at www.tricare.osd.mil/deers/default.cfm or in person at building 253.

2. Update or enroll your TRICARE to the South Region.

This may be done 8:30 a.m. to 4:30 p.m. Monday thru Friday at the TRICARE Service Center located at 852 Harmon Ave., Bldg 202, Fort Stewart. For more information, call 1-800-444-5445.

3. Drop off your medical records. The medical records window is open 7 a.m. to 4:15 p.m. Monday thru Friday.

Leaving Fort Stewart?

Whether PCSing, ETSing or retiring, stop by the Health Benefits Branch or TRICARE office in Bldg. 202 prior to leaving Fort Stewart to find out what TRICARE options are available to you.

Pharmacy Options

Main Outpatient Pharmacy: This pharmacy, located on the first floor of the hospital, is for new prescriptions only.

The pharmacy is open 7:30 a.m. to 8 p.m. Monday thru Wednesday and Friday and 8:30 a.m. to 8 p.m. Thursday. It is open 8:30 a.m. to 4:30 p.m. training holidays. It is closed weekends and Federal holidays.

Refill Pharmacy: This pharmacy, located in the Fort Stewart PX, is for refill pick-ups only. It is open 9 a.m. to 8 p.m. Monday thru Friday. Training holiday hours are from 9:00 a.m. to 4:30 p.m. It is closed weekends and Federal holidays.

Prescription refills can be ordered online at www.winn.amedd.army.mil or by calling 435-6576 or 1-800-652-9221.

Lloyd C. Hawks Troop Medical Clinic Pharmacy: This pharmacy fills new prescriptions for active-duty members only. It is located at 192 Lindquist Road, Bldg. 412, Fort Stewart. It is open 7:30 a.m. to 4:30 p.m. Monday thru Friday and is closed weekends and Federal holidays.

TRICARE Mail Order Pharmacy: This pharmacy offers beneficiaries up to a 90-day supply of medication through the mail, for a co-pay of \$3 for generic and \$9 for name brand drugs on the formulary; non formulary drugs are \$22.

You may order online at www.express-scripts.com, by phone at 1-866-363-8667 or by fax at 1-877-895-1900.

Winn Army Community Hospital Information

Medical Care When Traveling

For Urgent Care: Get authorization from your Primary Care Manager prior to seeking treatment. Failure to call could result in your responsibility for the bill.

Family Practice PCM authorization: Call 1-800-652-9221, select Family Practice and leave a message for the nurse.

Pediatric Clinic PCM authorization: Call 1-800-652-9221, select Pediatrics and leave a message for the nurse.

Internal Medicine PCM authorization: Call 1-800-652-9221, select Internal Medicine during duty hours. After duty hours, call 435-6633 or 1-800-652-9221 to speak with the on-call primary care manager.

For Emergency Care: Seek treatment, then contact your Primary Care Manager within 24 hours.

Family Practice PCM authorization: Call 1-800-652-9221, select Family Practice and leave a message for the nurse.

Pediatric Clinic PCM authorization: Call 1-800-652-9221, select Pediatrics and leave a message for the nurse.

Internal Medicine PCM authorization: Call 1-800-652-9221, select Internal Medicine during duty hours. After duty hours, call 435-6633 or 1-800-652-9221 to speak with the on-call primary care manager.

Please leave your name and a phone number where we can reach you to discuss your care.

Emergency Department

The Emergency Department is open 24 hours a day, seven days a week. In case of an emergency call 911 or go to the nearest emergency department. Refer to *Medical Care When Traveling* for authorization information after receiving care.

Free Patient Education Classes

For more information or to register for a class at Winn, please call 435-6633.

Tobacco Cessation Class: This class will help you kick the habit - smoking, chewing or dipping.

You must take the "Ready to Quit" class before you can take the Tobacco Cessation class.

Strategies for Staying Healthy: This class offers strategies for staying healthy. Upon completion, you will receive a card that allows you to get over-the-counter medication from the pharmacy.

Diabetic Education Class: This two-day class is for beneficiaries with diabetes.

Baby Basic Training for Expectant Fathers: Expectant fathers get hands-on training on topics like changing diapers. To register, call 767-5058.

Labor and Delivery Tours: Get acquainted with the surroundings of the Labor and Delivery room and the Mother-Baby Unit.

Expectant Parenting Class: This class will help you understand labor, delivery and newborn care.

Expectant Siblings Class: Help prepare children, ages 3 to 12, for the arrival of a new sibling.

Weight Loss Classes: The Nutrition Care Division offers many weight loss and nutrition classes.

Department of Behavioral Medicine

The Department of Behavioral Medicine offers a variety of services from support groups to group counseling to individual counseling.

Behavioral Health Clinic: 767-1647

Social Work Services: 435-6779

Army Substance Abuse Program: 767-5265

Value Options: 1-800-700-8646

Optometry Services

Active-duty family members, retirees and retiree family members may call the appointment line to book a space available routine optometry appointment.

If appointments are not available, active-duty family members are entitled to one routine visit each year with a TRICARE network provider and retirees and retiree family members, age 64 and under, are entitled to a routine visit once every two years with a TRICARE network provider.

Dental Information

Active-duty Dental: Call Dental Clinic #1 at 767-8513

Active-duty Family Member Dental: United Concordia at 1-800-866-8499

Retiree and Retiree Family Member Dental: Delta Dental at 1-888-838-8737

Health Benefits & TRICARE Information

Health Benefits is co-located with the TRICARE Service Center at 852 Harmon Ave, Bldg 202, Fort Stewart. For more information, call 435-6230 or 435-6716.

Services: TRICARE benefit information, claims issues, non-availability statements, medical travel benefits.

TRICARE for Life information, active-duty family member dental information and retiree dental information.

TRICARE Service Center is located at 852 Harmon Ave., Bldg. 202 Fort Stewart. For more information, call 1-800-444-5445.

Services: Enrollment into Prime, adding family members to Prime, transfer of enrollment, TRICARE for Life information, claims, referrals, benefit questions and Primary Care Manager changes.

Important Numbers: Beneficiary Services Line (referrals/claims) - 1-800-444-5445

Humana Military Audio Library (health information) - 1-877-217-7946

TRICARE Online - www.tricareonline.com

TRICARE for Life - 1-866-773-0404

Lloyd C. Hawks Troop Medical Clinic

The Lloyd C. Hawks Troop Medical Clinic, 192 Lindquist Road, Bldg. 412, Fort Stewart, is a full service clinic for Soldiers assigned there. It offers a pharmacy, laboratory and radiology services to name a few. For more information, call 435-5364.

Appointments: Call the appointment line, then say Hawks for the Lloyd C. Hawks Troop Medical Clinic.